

**CHAPTER ELEVEN****REGIONAL SUPPLY OFFICER/LOGISTICS  
PROGRAM MANAGER**

1101. BASIC MISSION. The Regional Supply/Logistics Program Manager performs core logistics/supply support functions in support of the ICs and PMs in the Hampton Roads region. The major functions include: 1) Retail Supply; 2) BOS Procurement; 3) Freight Transportation; 4) Fuel Services; 5) Regional Mail Services and 6) Material Handling Equipment (MHE). The missions for these functions are:

a. Retail Supply Mission. To be an efficient and responsive provider of supply services that meets the operational needs of all authorized Hampton Roads Regional Customers through an integrated supply network - optimizing infrastructure, emerging technologies, and a regionalized work force.

b. BOS Procurement Mission. Provide world-class procurement services to support Fleet and regional customers.

c. Freight Transportation Mission. To provide dependable, economical, and efficient service for movement of DOD material in and through the Hampton Roads region to facilitate effective logistics support and sustain combat readiness.

d. Fuel Services Mission. To be an effective and responsive organization dedicated to managing Petroleum, Oils and Lubricants (POL) products and services for all Hampton Roads area customers and delivering these services safely, cost-efficiently, timely, while ensuring total quality.

e. Consolidated Navy Mail Center Mission. The Consolidated Navy Mail Center will serve as a responsive and efficient organization, which will provide quality services to customers within the Hampton Roads area.

f. Material Handling Equipment. Provide Life Cycle Management functions and quality maintenance service at a competitive price for MHE utilized by afloat and ashore customers.

1102. DUTIES, RESPONSIBILITIES AND AUTHORITY OF REGIONAL  
SUPPLY/LOGISTICS PROGRAM MANAGER

- a. Execute assigned responsibilities delineated in Chapter Four of this directive.
- b. Provide consolidated contracting services.

1102.1. DUTIES, RESPONSIBILITIES AND AUTHORITY OF RETAIL SUPPLY OPERATIONS

- a. Provide supply support to regional PMs and ICs in the execution of assigned responsibilities for the functional area.
- b. Provide geographic full service retail supply hubs in support of region mission drivers including fleet, aviation, surface/sub-surface, industrial repair activities and regional maintenance providers, consistent with current performance standard requirements.
- c. Provide centralized regional retail supply oversight with geographic site-specific management.
- d. Provide centralized physical distribution centers within geographic hubs, incorporating all facets of material warehousing and material transportation.
- e. Provide integrated material support services with regional procurement model for nonstandard requirements.
- f. Provide centralized oversight with geographic site-specific management in support of the consolidated Hazardous Reutilization and Inventory Management Program (CHRIMP).
- g. Provide regionalized inventories positioned close to the customer and managed centrally optimizing area transportation resources.
- h. Provide Fleet SERVMART support operation close to the afloat forces and SERVMART services for area customers through expansion of GSA or other commercial sources.
- i. Provide full customer service storefronts and regional hubs.
- j. Function as customer advocate in all areas relative to supply system.
- k. Provide support to the Regional Commander, PMs and ICs in the execution of assigned responsibilities regarding Personal

Property (Plant/Minor) Accountability. The Supply/Logistics PM will: establish and maintain the regional Personal Property instruction; establish, schedule, and coordinate tri-annual reviews and inventories of personal, plant, and minor property; provide support to the Regional Resource Support Office for accounting and reporting of personal property assets using DPAS to include computation of depreciation and financial reporting and; provide support to the Information Technology Program Manager for Automated Data Processing asset reporting using the Defense Information Technology Management Information System (DITMIS) formerly the Automation Resources Management System (ARMS) via the DPAS interface.

### 1102.3. DUTIES, RESPONSIBILITIES AND AUTHORITY OF BOS PROCUREMENT OPERATIONS

- a. Provide support to regional PM in the execution of assigned responsibilities for the functional area.
- b. Provide all procurement support and overall management of the regional purchase card program.
- c. Deliver quality procurement services to the Fleet and other customers from a single organization, with geographically dispersed storefronts.
- d. Provide centralized contracting management and administration, including: Small and Disadvantaged Business Utilization (SADBU); Freedom of Information Act (FOIA); Procurement Management Reporting System (PMRS); Procurement Performance Measurement Assessment Program (PPMAP); Competition Advocate; staffing and personnel; metrics; legal counsel; Congressional/hotline inquiries; customer service; Standard Procurement System (SPS); and other business software applications and analysis functions.
- e. Provide centralized regional policy, guidance and training.
- f. Consolidate regional and base operating support requirements through consolidation of contracts for similar products and services, authorizing end-user to place orders and payment by the use government purchase card.
- g. Establish customer liaison teams to provide outreach services in order to increase customer satisfaction.

h. Provide on-call service via the Customer Information Center.

i. Leverage technology to link central office, storefronts and customers through state of the art technology

1102.31. DUTIES, RESPONSIBILITIES AND AUTHORITY OF BOS  
PROCUREMENT OPERATIONS STOREFRONT OPERATIONS

a. Execute assigned responsibilities delineated in Chapter Four of this directive.

b. Provide simplified acquisition support up to the Simplified Acquisition Procedure (SAP) threshold and procurement support services, which includes ordering, limited purchase card support, contract administration and close-out.

c. Provide and conduct acquisition planning and market research.

d. Provide purchase card coordination support for designated programs.

e. Provide/conduct Acquisition Planning.

f. Provide Contracting Officer's Representative (COR) services.

g. Provide Market Research.

h. Provide customer outreach, support and training.

1102.4. DUTIES, RESPONSIBILITIES AND AUTHORITY OF FREIGHT  
TRANSPORTATION OPERATIONS

a. Provide support to regional PM in the execution of assigned responsibilities for the functional area.

b. Coordinate with regional supply operations to facilitate timely material delivery to fleet and shore units in the Hampton Roads region.

c. Provide centralized management for regional operational sites.

d. Provide seamless interface between customers and other supply/logistics functions (Retail Supply, MHE and Procurement).

- e. Utilize state of the art technology to aid in the management of local deliveries within the region.
- f. Establish regional routes by local delivery for the pick-up and delivery of material.
- g. Institute a regional dispatcher to more efficiently utilize vehicles.
- h. Standardize and streamline shipping functions.
- i. Market services and expand customer base within region.
- j. Achieve regional visibility of shipping requirements for consolidation purposes.
- k. Manage freight transportation accountable functions.

1102.5 DUTIES, RESPONSIBILITIES AND AUTHORITY OF FUEL SERVICES OPERATIONS

- a. Manage fuel deliveries by Navy or commercial resources.
- b. Centralize regional support/management of POL.
- c. Accomplish depot level POL QA/QS testing by the Mid-Atlantic Regional Materials Testing Lab.
- d. Maintain management oversight by a single service provider of all POL information systems to properly track storage/issue/receipts and QS.
- e. Manage administration and inventory control accountability as one single service provider.
- f. Coordinate with Regional Engineer for Maintenance, Repair and Environmental Program Management for fuels function.
- g. Centralize interface with the Defense Energy Supply Center (DESC) as regional contact for funding and support for bulk, heating, and ground fuels.
- h. Integrate management of ground fuels and heating oil support.

1102.6 DUTIES, RESPONSIBILITIES AND AUTHORITY OF REGIONAL  
CONSOLIDATED MAIL CENTER

- a. Provide Inter-Area wide messenger service connecting all Hampton Roads Area Navy Installations.
- b. Provide standardized procedures to be utilized by all facilities.
- c. Provide consolidated mail shipments.
- d. Provide liaison service between the U.S. Post Office and the Navy to facilitate movement of regular U. S. Mail for Atlantic Fleet units and Overseas installations at Guantanamo Bay, Rota, Naples, Sigonella, Keflavik and Bahrain.
- e. Provide pierside delivery to Atlantic Fleet ships while in port.
- f. Provide processing and dispatch to the U.S. Post Office, official mail generated by tenant commands located onboard the Naval Station Norfolk/Sewells Point naval complex.
- g. Plan, direct, and administer the Navy official mail cost control program (OMCCP) for all Navy shore activities, afloat units who receive services from a local shore activity and other DOD activities serviced by the Navy in Norfolk, Virginia Beach, Chesapeake, Portsmouth and Yorktown.

1102.61. DUTIES, RESPONSIBILITIES AND AUTHORITY OF MAIL CENTER  
STOREFRONT OPERATIONS

- a. Execute assigned responsibilities delineated in Chapter Four of this directive.
- b. Provide processing and dispatch of all outgoing official, inter-area and consolidated mail.
- c. Receive, process and provide for distribution all incoming mail addressed to installation commands.
- d. Receive and distribute all inter-base guard mail.

1102.7 DUTIES, RESPONSIBILITIES AND AUTHORITY OF MATERIALS  
HANDLING EQUIPMENT OPERATIONS

a. Receive, store, issue and provide material handling equipment to fleet and shore installations and maintain War Reserve and Mobilization pool assets. Provide planning guidance to anticipate and meet fleet and shore installation MHE requirements through re-alignment of assets and effective utilization of equipment inventories. Coordinate, validate, and process Allowance Change Requests from regional activities to NAVICP/NAVSUP.

b. Provide Preventative Maintenance (PM) and repair services to customers utilizing service contracts, MOUs and MOAs to optimize operational costs/savings. Manage, direct, and provide technical/QA support for Depot Level Overhaul of Navy owned MHE. Provide a centralized trouble desk for repair of MHE in region. Calls for service and repair should be directed to (757) 444-1874/1982. Receive, analyze, investigate, and process Quality Deficiency Reports (QDRs). Oversee and certify the repair process utilizing organic in house, contracted, or in the case of warranty actions, manufacturer's service representatives to expeditiously and economically resolve QDR issues in support of the ICs.

c. Manage, develop, and oversee regional MHE operator training and licensing programs.

d. Maintain regional Equipment, Management, and Control System (EMACS) server to capture, validate, analyze, and verify data pertinent to life cycle management functions and electronically forward to NAVICP/NAVSUP. Provide access and training to all regional customers for use of NAVSUP's Equipment, Management, and Control System (EMACS). Maintain inventory accountability utilizing EMACS for regional, national, and international MHE assets.

e. Maintain comprehensive technical manual library and Allowance Parts List (APLs).